



How To Ensure A Successful Return To Office

Provide a seamless, secure back-to-work
experience through cloud-based ID issuance
and visitor management solutions



ENTRUST

SECURING A WORLD IN MOTION

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A Safe, Secure, Productive Return to Office

The time is coming – hopefully sooner than later – to welcome employees back to the office, in whatever capacity is right for you. If your organization is like many others, a hybrid approach will be the new norm. (See page 5 for some compelling statistics on why hybrid works for employees.) It's exciting, and at the same time, a little scary. How do you keep your people safe and your facility secure, while also complying with local health regulations?

On the following pages we'll highlight the benefits of a hybrid approach, what we are doing to ensure a seamless experience within our own organization, and how cloud-based ID issuance and visitor management solutions help create a safe, secure, and productive return to the office.

If you have questions or would like to connect, please reach out to me directly.

Best,
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The Evolution of Where We Work

The COVID-19 pandemic has impacted so much of our world, from how we grocery shop, visit with family, celebrate milestones, even where and how we work.

The fact is, during a very difficult time, we realized that hybrid and work-from-home are not only possible; they're preferred and oftentimes more productive scenarios.

With the right partner, your enterprise can offer employees exactly what they want and, quite frankly, what they need:

- The ability to work where and when they're most productive
- Better work-life balance
- Reduced exposure to illness

Plus, with work-from-home, the talent pool opens up exponentially, and with less people in the office each day, your real estate expenses may be reduced by as much as 30%.¹

66% of employees say they're worried about their health and safety when it comes to returning to work.¹

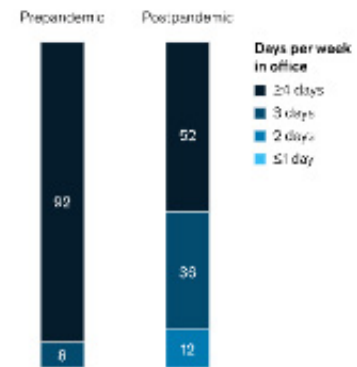
1. <https://envoy.com/blog/what-is-a-hybrid-work-model/>

Are You Aligned With Employees on a Return-to-Office Strategy?

When it comes to return-to-office, are you on the same page as your employees?
According to a recent [McKinsey & Company study](#), probably not.

Most C-suite executives report believing that the primary center for work will be the office.

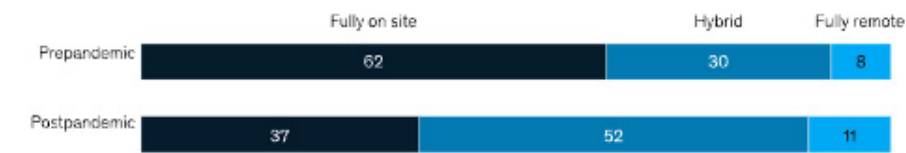
Average share of workdays in office reported before and expected after COVID-19 pandemic, % of C-suite respondents (n = 504)



Based on responses from 504 C-suite executives.
Source: McKinsey Q&O Survey on Return to Workplace, May 2021

Most employees report preferring a more flexible working model in the future.

Working model before COVID-19 pandemic and desired working model after COVID-19 pandemic, % of employee respondents (n = 5,043)



Source: McKinsey Rethink Work: Employee Survey, January 2021

**McKinsey
& Company**

How to get on the same page? In a word, communicate. Even the highest level of communication about post-COVID-19 working arrangements makes employees feel included, which boosts engagement and productivity.

According to the study, the lack of clear communication on this topic is contributing to employee burnout too. Anxiety is up, which leads to greater levels of burnout.

What does your vision, policies on productivity, and support model look like moving forward?
The more detail you communicate, the better.

2. <https://envoy.com/blog/what-is-a-hybrid-work-model/>

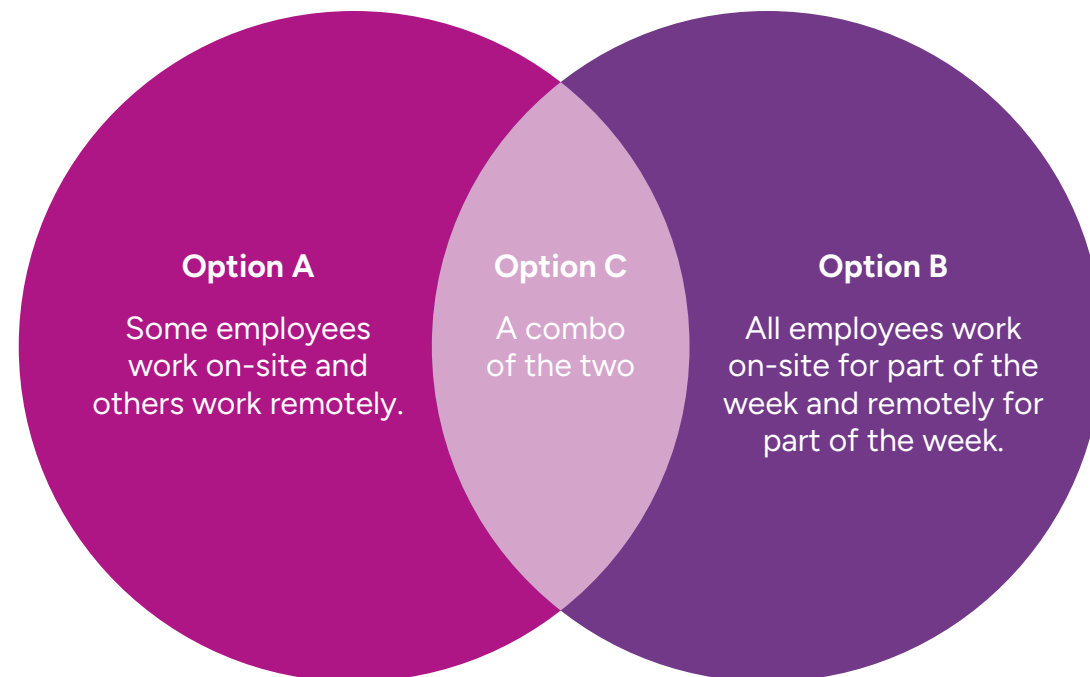


40%

of employees say they've yet to hear from employers about any post-pandemic vision²

More About a Hybrid Work Model

There's more than one way to define a hybrid work model. Scenarios include allowing every employee the flexibility to work on-site and remotely part of the week, having some employees work full-time remote and others work full-time on-site, and allowing a combo of the two.



What to consider when moving to a hybrid model:

- Survey your employees
- Build an infrastructure that will support hybrid
- Gather continuous feedback

3. <https://envoy.com/blog/what-is-a-hybrid-work-model/>



47%

of employees would consider finding a new job if their current employer doesn't offer a hybrid work model³



The Entrust Return-to-Office Approach

Like so many of you, Entrust too has adopted a hybrid workplace. We've shared the why – now here's a look at our how:

- **Flaunt Our Flex program:** showcases our commitment to hybrid flexibility for our global colleagues. Employees can choose from three flexible options:
 - 3 days in-office and 2 days remote each week
 - 75% remote and 25% in office each month
 - Fully remote
- **The Leadership Link:** People managers learn from and consult about best practices for hybrid management
- **The Great Global Get Together:** Global colleagues come together for a quick (virtual) meeting, which includes break-out rooms for more intimate conversation
- **COVID-19 Response intranet page:** Features important updates and policies about our organization's ongoing response to COVID
- **Transparent communications:** Emails and video updates from senior leadership team to all global colleagues around our planning efforts and decisions

How to Secure a Long-Term Hybrid Workforce

With a clear trend toward a more distributed workforce with less emphasis on traditional offices, there's a greater need for a high standard of security.

If hybrid work models are going to be successful over the long term, organizations will need to further invest in their security strategy.

There are four key solutions that will raise your security standard and streamline remote employee onboarding:

- **Passwordless with single sign-on (SSO):** Strengthen your MFA and VPN by incorporating a passwordless with SSO solution. A strong solution uses PKI credentials and biometric authentication to ensure an employee logging in is in fact an employee logging in.
- **Adaptive risk-based authentication:** Ensure only authorized employees access your company network. This technology engine adds a layer of security for network login attempts by assessing contextual attributes of users such as biometrics, geolocation, and device reputation in real time to grant, block, or challenge access.
- **Digital identity proofing:** Streamline onboarding while ensuring a trusted identity from new hires. Through a cloud-based identity proofing system, you can automate the onboarding of new employees to enable access to your company's network, apps, and websites.
- **Self-service password reset:** By empowering employees to reset passwords on their own, they can securely solve the problem without any involvement from your IT team.



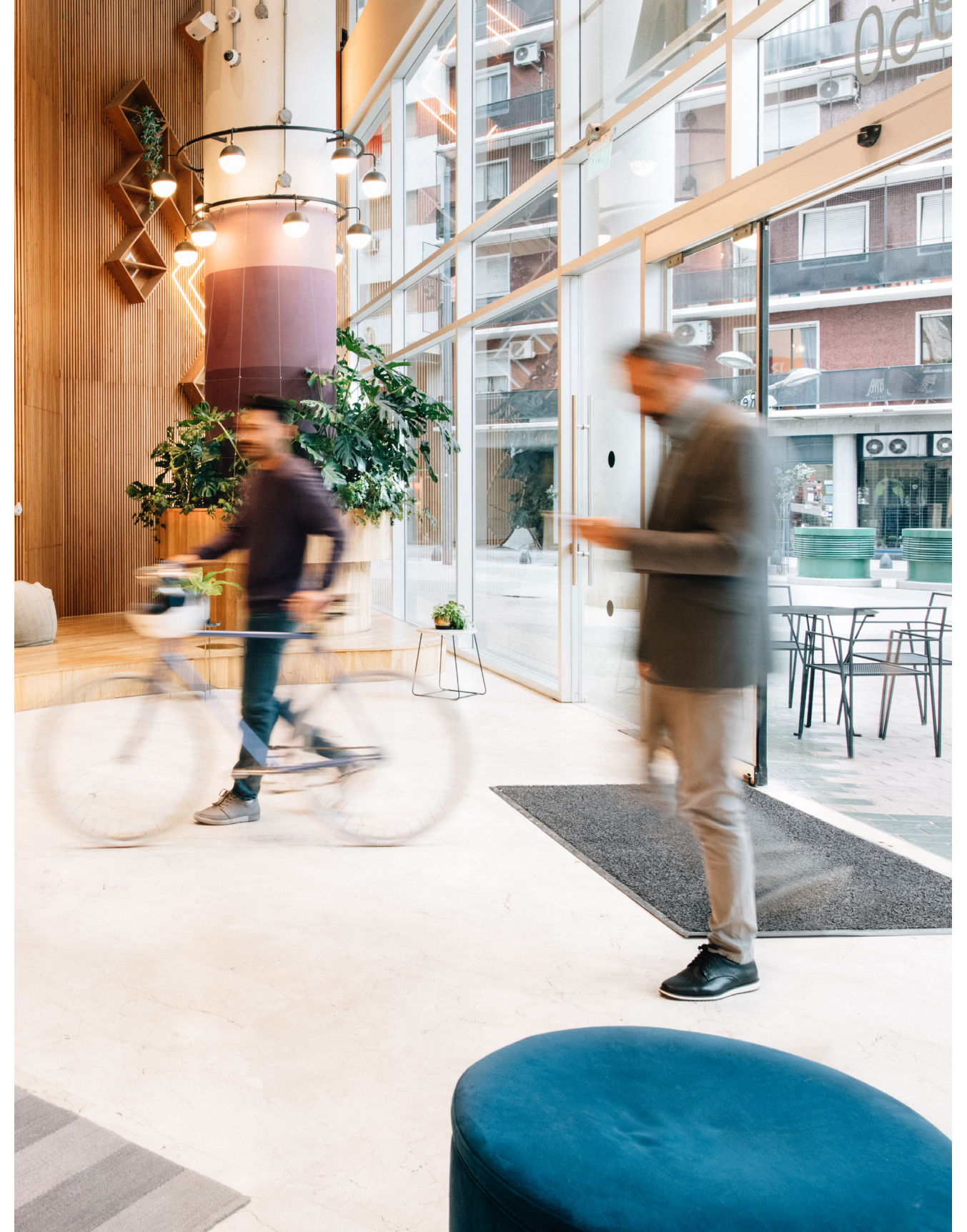
Issuing Employee IDs in a Hybrid Workplace is Easier Than You Think

Sure, there are challenges to a hybrid work environment – specifically around issuing employee IDs. For instance, people are dispersed globally, including administrators who are located in different locations than employees. But with the right partner, the solution to such challenges can be very simple: scalable, contactless, flexible issuance from any device, any location, at any time.

How it works:

- 1. Scalable:** User submits photo online via laptop or mobile device
- 2. Contactless:** You validate photo and credential production
- 3. Flexible:** User then picks up or received credential by mail or email

[Learn about Entrust's solutions here](#)





Managing Visitors in Your Building

The new digital workplace offers organizations a flexible and sustainable work environment. But it's on enterprises to put the proper parameters in place to ensure an in-office experience that is comfortable and safe for employees and visitors.

At Entrust, we're crafting visitor management systems that leverage innovative technologies to ensure every visit, whether it's remote or in person, is as safe and secure as possible. Our Visitor Management as a Service solution puts your front desk anywhere and everywhere, connected to the cloud, enabling streamlined experiences for visitors and hosts, and security for your facilities and personnel.

Your visitors can check in at iPad kiosks with a customized experience, including multiple languages, ID scanning, NDA signing, digital signatures, and manual or automatic check-out. Upon checking in, visitors can get instantly printed ID badges that can be personalized with the profile photos, expiration dates and times, and custom information or logos.

How it works:

- **Pre-registration:** Send a visitor an email with information for the visit and a QR code to use when at check-in
- **Streamlined arrival:** The visitor arrives and scans the QR Code or signs in manually at the iPad kiosk
- **Host notification:** The host receives an instant notification via email or text when the visitor checks in

Keys to Preparing for a Return to the Office

1. Enhanced user experience for everyone in an office

The ability to do remote enrollment and issuance of IDs for both employees and card administrators delivers a better experience for everyone. Also, a visitor management system makes it easier for employees and their visitors to ensure a safe and secure process for guests visiting an office.

2. Compliance with rapidly changing regulations

Due to the pandemic, companies need to figure out how to issue IDs to employees so they can issue an employee badge before everyone returns to the office. Additionally, visitor management ensures that companies are following COVID-19 guidelines for people visiting the office.

3. Increased efficiency through digital transformation

Issuing a physical ID and a mobile credential to an employee at the time of onboarding creates efficiencies, as does managing and enabling visitors to use their mobile phone.

4. Improved operations with asset tracking and contact tracing

Visitor management enables companies to be able to track employees and visitors within the office, including contact tracing for COVID-19.

5. A seamless experience

The ability to issue IDs to employees as they work from home and ensure they can access the office with their employee badge when they return is critical to giving employees the ability to move back and forth from home and the office as needed.



Summary

The hybrid model used to be seen as an alternative style of work. But as more employees demand flexibility, it's becoming more common. Companies must meet the needs of their workforce or risk losing talent to employers that do.

At Entrust, we're leading the way in developing solutions built for the new hybrid workplace. With our Passwordless with Single Sign-On, Adaptive Authentication, Instant ID Issuance, and Visitor Management as a Service offerings, you can solve the challenges pressing today's leaders and employees — and take your hybrid work model to the next level.

Find out more about providing a seamless, secure back-to-work experience through cloud-based ID issuance and visitor management solutions. Contact Entrust today.



ABOUT ENTRUST

Entrust fights fraud and cyber threats with comprehensive identity-centric security that protects people, devices, and data. Our solutions help enterprises and governments safeguard critical systems from every angle, enabling secure onboarding and issuance, providing everyday identity protection, and empowering them with 360-degree visibility and orchestration across keys, secrets, and certificates so they can transact and grow with confidence. Building on our decades as a pioneer and innovator in establishing trust, Entrust has a global partner network and supports customers in over 150 countries.

For more information, visit entrust.com.

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